

# Preparing and Executing Effective Critical Incident Simulations with Administrative Staff



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# THE BIG PICTURE

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# Multiple Simulation Models

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# Benefits, Pitfalls & Considerations

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# What do I mean by simulation?

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# A Simulation...

- Is a planned event
- Imitates an actual event or incident
- Practice how to manage elements that are common to all incidents
- Exposes weaknesses and strengths
- Could highlights areas of concern

# WHAT ABOUT YOU?

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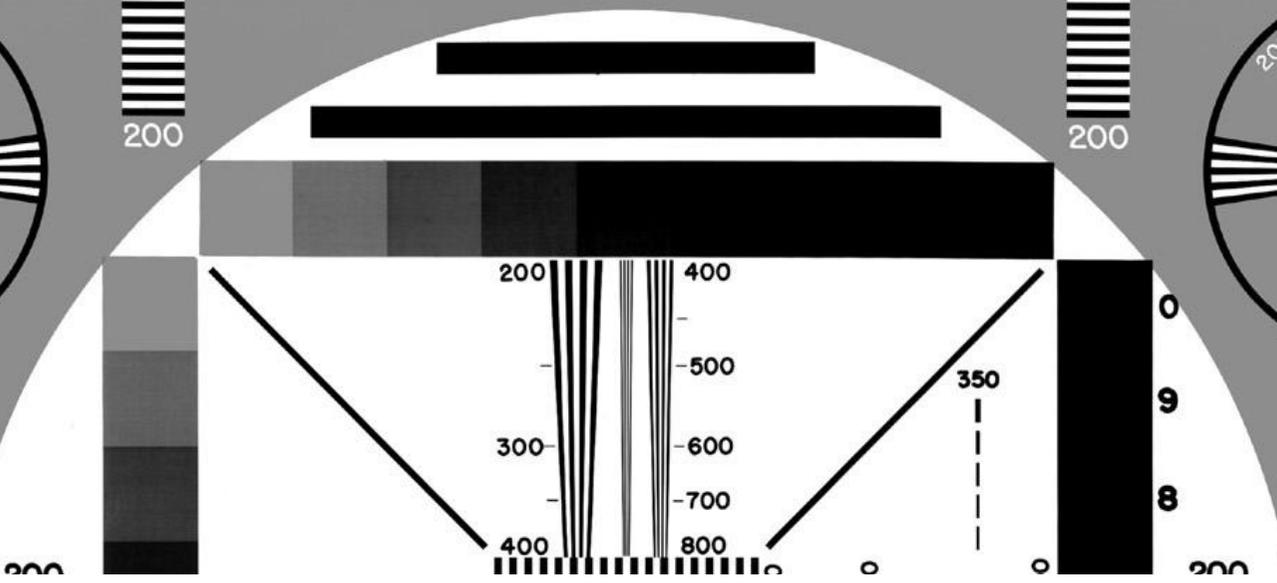
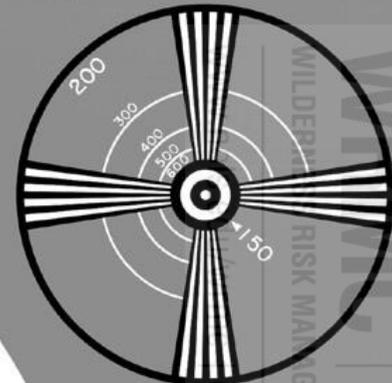
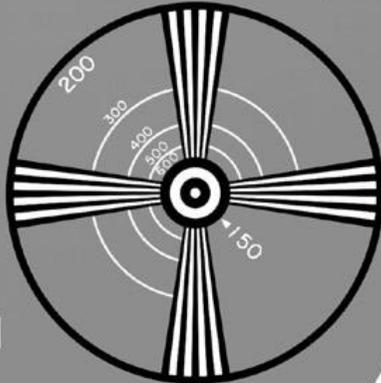


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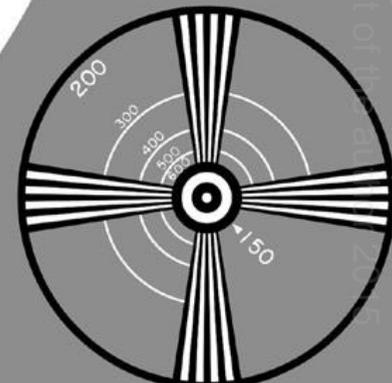
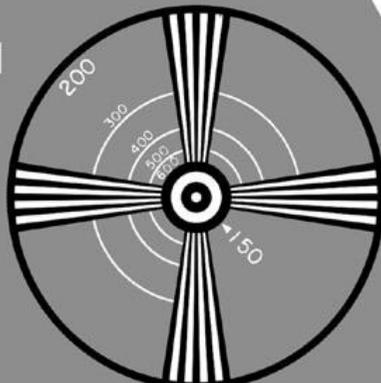
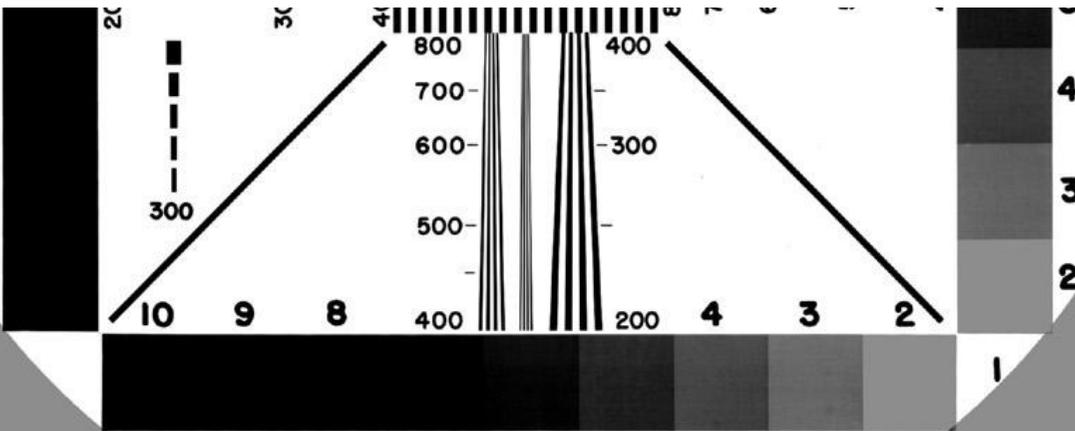
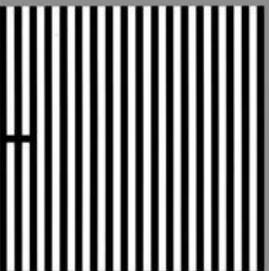
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**WHY?**



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# MIND THE GAP

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# Raise Awareness of Specific Concerns

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# Highlight Strengths

# Board of Directors

# SIMULATION DESIGN

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# Establish Desired Outcomes

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What does your organization need to learn about it's crisis response capabilities?

What does it need to test?

What does it need to practice?

# Desired Outcome

After conducting the incident simulation, Program and Leadership staff will be prepared to manage critical incidents by providing victim support, communicating with stakeholders per protocol and relaying information that reflects accurate details of the incident.

# Objective

Staff will be competent filling multiple  
Crisis Response Team roles.

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# CONSIDERATIONS

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# Most Probable Time of an Incident VS Most Convenient Time to have a Simulation

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# “Starters,” “Bench,” or a Combination

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# Closed Rehearsal or Open to All Staff to See?

# Actors?

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# Involve Local Authorities?

Finite time  
VS  
“It’s not over until it’s over.”

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What if a real critical incident occurs?

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# PITFALLS

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# Time and Time of Year

Staff can feel on the spot

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Try to test too many variables  
or  
add too much complexity

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“This is just a drill. If it were real I would...”

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Some people may think it's real



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Alert the organization a drill is occurring

# Ground Rules for communication of “incident” information

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# Email Subject Line

“EMERGENCY RESPONSE DRILL – UPDATE”

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# Phone/Radio Updates

“This is part of the EMERGENCY  
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# DESIGNING A SIMULATION

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# COMMON ELEMENTS OF SIMULATIONS

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Simulated incident occurs



Crisis Response Team is mobilized



Original briefing/overview of incident



Roles are clarified



Team goes into action

New information is learned



Incident is managed



Conclusion



Debrief

# Simulation Leader

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# SIMULATION MODELS

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Table Top  
Crisis Response Speed Dating  
Open Book Test  
Full Surprise

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# TABLE TOP

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# Scheduled -- Not a Surprise

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# Everyone Knows Their Roles & Should Know Their Responsibilities

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# Discussion Based

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# Everything is Simulated

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Can be a difficult/serious incident

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# CRISIS RESPONSE SPEED DATING

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# Fast and Superficial!

# Variation of the Table Top Model

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# Multiple Staff Can Be Trained to Fill the Same Crisis Response Team Roles

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- 20 minute crisis management, 10 minute debrief
- 4 simulations, 2 hours
- *Maybe* one information update each round
- Can briefly work through multiple possible situations in relative short time

- Pre-arrange teams before simulation
- Simulated management/calls
- “Table Top” simulation
- Invite all staff to watch
- Can be difficult to stay in character/role

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# Example

# OPEN BOOK TEST

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# More Realistic Than Table Top Model

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## Everyone knows

- when
- locations involved
- staff involved and roles

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# Encourage “Studying for the Test”

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2-4 hours including debrief

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# 2-4 updates/new information

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# Bring CRT Together

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Invite all staff to listen and observe

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May need multiple rounds of this model to train multiple locations or to build confidence and competence.

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# Detailed script and timeline

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# Script Example

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## Summary

This is an urban vehicle accident involving the Organization's van with 1 crew leader and 6 minor crew members, and a car carrying a family of 4 on vacation. The Organization's van was at fault in the accident. There are numerous seriously injured patients in both vehicles and two deaths. Patients are being transported to two different hospitals. The media is involved and calling multiple of the Organization's offices.

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## 9:00 Incident Begins

A call comes into the office from the upset parent of a crew member...

Parent #1 says to the staff member:  
“This is part of the simulated emergency scenario and is not a real incident”

# What should happen

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**9:15 Parent #1 calls the Office again...**

**9:25 Parent #2 calls the office and says...**

**9:30 The office calls HQ with update...**

**9:40 Reporter #1 calls the regional office...**

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# Most Realistic and Intense

# Critical incidents Don't Happen at Convenient Times

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Most intricate to plan

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4 hours and up, but let play out

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# PRACTICE

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## Small Groups (2-4)

2-3 Desired Outcomes(What do you want to learn about/test? )

2-3 Plausible Critical Incidents

Identify the Simulation Model

Begin to Design a Simulation

# Feedback

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# ACTION STEPS

Identify Crisis Response Outcomes

Identify 3-5 plausible critical incidents

Design and conduct a simulation of one of the plausible incidents and implement changes.

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